



**Free Clinic**  
of SW Washington



# 2011-2012 Annual Report



*Compassionate Care for those in need – Always*  
[www.freeclinics.org](http://www.freeclinics.org)

## Board of Directors

Ron Bertolucci - *President*  
*Sterling Bank*

Todd Horenstein - *Vice President*  
*Vancouver Public Schools*

Karey Schoenfeld - *Treasurer*  
*Ferguson & Schoenfeld, PLLC*

Michael Strickland, RPh - *Secretary*  
*Fred Meyer*

Steve Ebert MD - *Past President*  
*Retired*

Gerry Bader, MD  
*The Vancouver Clinic*

Phil Baker  
*The Vancouver Clinic*

Donna Bleth  
*Beaches Restaurant*

Diane Buelt

*PeaceHealth Southwest Medical Center*  
Stan Freidberg, MD

*Retired*

Jeff Fries, OD

*Vancouver Eye Care*

Peter Lubisich IV, DDS  
*Vancouver Pediatric Dentistry*

Alan Melnick, MD, MPH  
*Clark County Public Health*

Steve Mosier, RPh

*Legacy Salmon Creek Medical Center*

John Nusser, MD

*PeaceHealth Family Medicine*

Alden Roberts, MD

*PeaceHealth Southwest Medical Center*

Tricia Roscoe

*Providence Health*

Maryann Schwab

*Kaiser Permanente*

Gene Sakai, DMD

*Sakai Dentistry*

Sally Williams, MD

*The Vancouver Clinic*

# MAKING A DIFFERENCE

**Bridget found herself in the hospital one day last fall,** because she couldn't afford insulin. Once she had been stabilized, her emergency room caregiver advised her to go to the Free Clinic, where Bridget entered the Clinic's diabetes program. She began receiving insulin at no cost, through the project access program. Not only that, but when she told a Free Clinic volunteer orthopedist about a pain in her hips, it was determined both hips need to be replaced. Bridget is now on a path to hip replacement surgery, and is finding time to give back, as one of our newest volunteers.



**When Brenda came to the Free Clinic, she had lost 32 pounds** and seldom smiled. The rapid decline of her teeth after losing her dental insurance five years ago had affected her ability to eat a healthy diet, and had severely diminished her self-confidence. Over the course of several appointments, a volunteer oral surgeon in the Free Clinic's dental program extracted the necessary teeth. During that time, Brenda was able to have a denture made by a Free Clinic partner. Then, on a sunny day in early August, Brenda's new denture was put in place at the Free Clinic by the volunteer dentist. "The staff all cheered," Brenda said. "They told me I was pretty. This place and these people changed my life."



**Brandon didn't think he would need health insurance** when he started school at Portland State University. But when he injured his knee and applied for insurance so he could get back to work as a martial arts instructor, he said, "I was out of luck. No one would take me." He sought help at the Free Clinic of Southwest Washington, where the volunteer urgent care clinic doctor referred him to the Clinic's project access program. Brandon underwent orthopedic surgery at a local hospital. "Free Clinic staff set up all the appointments, and called me to remind me about them. Everything was free. I wouldn't be able to work without the surgery. The Free Clinic gives people hope when it seems there is none."



## Staff

Barbe West  
*Executive Director*

Patrick Callahan  
*Clinic Director*

Becky Enders  
*Project Access Patient Care Coordinator*

Elizabeth Fitzgerald  
*Medical Program Coordinator*

Kacey Humbert  
*Project Access Patient Care Coordinator*

Mitch Hustad  
*Project Access Patient Care Coordinator*

Liz Meyer  
*Dental Van Coordinator*

Carolyn Noack  
*Dental Program Manager*

Zac Sanders  
*Dispensary Coordinator*

Frances Sandoval  
*Medical Office Coordinator*

Samantha Tracy  
*Volunteer & Community Outreach Manager*

Toni Wise  
*Communications & Development Coordinator*

Kim Wolfe  
*Project Access Program Assistant*

# HEALTHCARE - AN EVOLVING LANDSCAPE

For the Board of Directors and management team of the Free Clinic of Southwest Washington, several terms have gradually become part of our daily vocabulary. Words such as “collaborative”, “responsive”, “adaptable”, “flexible”, and “nimble” are heard often in our board and staff meetings, as well as in conversations with donors, volunteers and community partners. This is an interesting time of change in health care. We are faced with numerous uncertainties that we must be prepared to address. We are exploring a variety of options for the future, so that we can be responsive and adapt to the changing health care environment.

The Board of Directors’ multi-year strategic plan continues to be scrutinized and adjusted based on our external environment. Financial and in-kind resources are also being monitored, and we can assure you that your investments in the Free Clinic of Southwest Washington are being utilized effectively and appropriately. Did you know 86 cents of every dollar donated goes directly to patient care? This far exceeds the industry standard.

Requests for medical and dental urgent care and specialty care continue to increase. Our extraordinary volunteer providers and caregivers work tirelessly to meet these needs and provide quality, compassionate care. In addition to the 600 volunteers that are providing care at the Free Clinic, there are 300 specialists and dentists in the community who are providing care for our uninsured patients.

We continue to be grateful for the community’s support and partnerships. We recognize that the Free Clinic and its programs exist through your generosity.



Barbe West  
Executive Director



Ron Bertolucci  
President, Board of Directors



The Free Clinic was recognized as a 2012 Top-Rated Nonprofit by Great Nonprofits.org

“Thank you for your selfless service to those of us in need. Though I have no money right now, I have requested a credit at the ‘Bank of Karma’ for you all!”

In 2012, the Free Clinic of Southwest Washington earned the Better Business Bureau’s Charity Seal by meeting or exceeding 20 Standards of Accountability.

# PROVIDING QUALITY, COMPASSIONATE CARE

## Medical Program Highlights

- 8,853 patient visits
- A 2% increase over last fiscal year
- 297 diabetic patient visits

## Volunteer Program Highlights

- A 6% increase in volunteer hours
- 28,806 hours of volunteer service
- 236 new volunteers
- 863 total volunteers
- 340 urgent care volunteers
- 22 diabetes volunteers
- 15 health screening volunteers
- 34 immunization volunteers
- 20 vision volunteers
- 85 dispensary volunteers

## MEDICAL PROGRAM

The Free Clinic of Southwest Washington medical program provides urgent health care services, vision assessments, health screenings (blood pressure, cholesterol, and glucose), children's immunizations, sports physicals, diabetes care, diagnostic ultrasounds and medication/prescription assistance to uninsured individuals in Southwest Washington.

In Clark County, over 60,000 people have no health insurance - often due to job loss, the prohibitive cost of health insurance, or because the employer does not offer health insurance. Whatever the reason, many individuals without health insurance fear the cost of health care, and often delay seeking help until their condition becomes critical. The Free Clinic of Southwest Washington is able to offer needed services to people who might otherwise go untreated, or seek care in the emergency room.

The diabetes program, which provides short-term care for diabetic patients, continues to expand and provide quality cost-effective care. Providence Health System provided ongoing funding for the 297 diabetic patient visits.

Ultrasound services were initiated in 2011. Funding this new service was provided by the Vancouver Rotary Foundation and Tennmax, Inc. Volunteers provided the testing and reading of all exams.

## VOLUNTEERS

Volunteer health professionals are the primary source of health care services at Free Clinic of Southwest Washington. They provide services during our urgent medical, dental, vision, immunization and health screening clinics.

In Fiscal Year 2011-12, recruitment in "hard to fill" positions in the dispensary and the dental program continued to improve. There was a one percent increase in pharmacy volunteers, and an eight percent increase in dental program volunteers.

Volunteers are our most vital human resource. Without them, we wouldn't be here.

## DENTAL PROGRAM

The Free Clinic of Southwest Washington Dental Program provides urgent care for children and adults in a mobile dental van that has two operatories with X-ray.

Children receive restorative care and exams during dental appointments at the Free Clinic. When not parked on-site at the Clinic, the van may be found at schools and special events, offering oral care, sealants, and education for children throughout Clark County.

The Free Clinic also provides urgent dental services (fillings and extractions) to adults in Clark County. By receiving much-needed care through the dental program, individuals are able to return to work or school as productive members of our community.

Children's visits have continued to decline due to improved Medicaid coverage, whereas adult visits at the Free Clinic have increased because, for them, Medicaid is no longer available.

With the increased demand for adult care, dental services have been restructured to improve access, reduce waiting time, and coordinate medical and dental care for patients.

## PROJECT ACCESS

Project access coordinates donated specialty hospital services for low-income, uninsured people. It not only removes the financial barriers to specialty health care, but also provides a quantifiable and efficiently organized structure in which physicians and health systems can donate health care services.

Following in the footsteps of the original project access medical services model, the program has expanded to include dental care. In 2012, a three-year oral health grant was awarded to the Free Clinic from Kaiser Permanente to integrate dentists into the project access program. Dentists in the community pledge a certain amount of free care for qualified patients, with project access staff coordinating the care and services.

## Dental Program Highlights

- 1,417 adult patient visits
- 1,025 children patient visits
- A 6% increase over last fiscal year
- The mobile dental van traveled to 23 schools and eight community events
- 93 volunteer dentists, hygienists, and assistants

## Project Access Highlights

- 524 patients enrolled
- 27% increase over last fiscal year
- 3,082 appointments
- 298 participating specialists and four health systems

*"If you all were not here I wouldn't know what to do. I can't say thank you enough! Keep doing what you're doing -- it works!"*

# MANAGING OUR RESOURCES

## Statement of Financial Position

June 30, 2012

### ASSETS

#### Current Assets

Cash and Cash Equivalents	\$ 355,012
American Funds Investment Account	\$ 270,740
Accounts Receivable	\$ 3,308
Grants Receivable	\$
Pledges Receivable	\$ 11,500
Prepaid Expenses	\$ 27,512
<b>Total Current Assets</b>	<b>\$ 667,972</b>

#### Noncurrent Assets

Endowment Investments	\$ 271,208
Equipment	\$ 529,098
Less: accumulated depreciation	(\$ 332,674)
Leasehold Improvements	\$ 591,525
Less: accumulated amortization	(\$ 197,868)
<b>Total Noncurrent Assets</b>	<b>\$ 861,289</b>

**Total Assets** \$1,529,261

### LIABILITIES AND NET ASSETS

#### Current Liabilities

Accrued Payroll	\$ 17,423
Payroll Withholdings	\$ 410
Accounts Payable	\$ 12,882
Accrued Vacation Payable	\$ 10,562
<b>Total Current Liabilities</b>	<b>\$ 41,277</b>

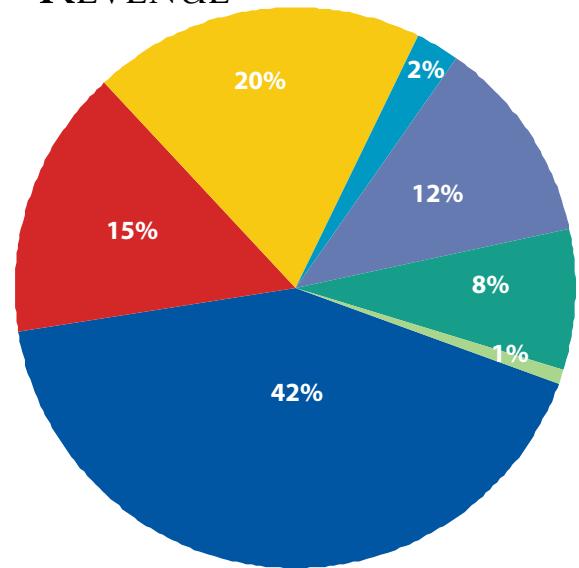
#### Net Assets

Unrestricted	
Available for General Operations	\$ 335,838
Board-Designated Reserves	\$ 100,000
Net Investment in Fixed Assets	\$ 590,081
Subtotal - Unrestricted	\$1,025,919
Temporarily Restricted	\$ 249,529
Permanently Restricted - Endowment	\$ 212,536
<b>Total Net Assets</b>	<b>\$1,487,984</b>

**Total Liabilities and Net Assets** \$1,529,261

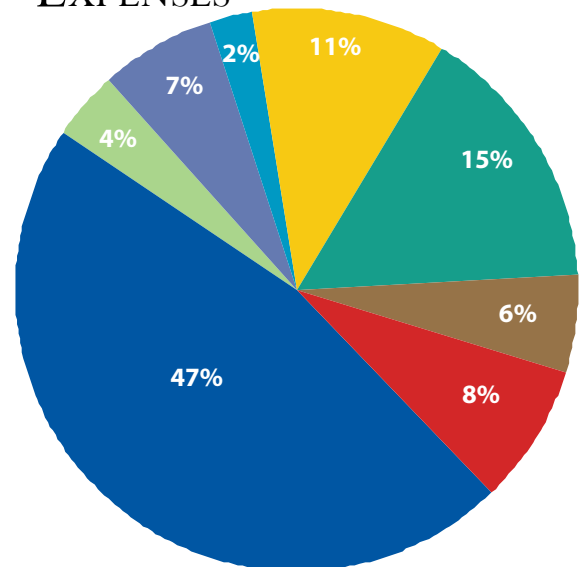
The annual financial statements of Free Clinic of Southwest Washington were audited by the accounting firm Michael J. Plymale, Inc., P.S., for the fiscal year ending June 30, 2012. The financial information has been prepared in conformity with generally accepted accounting principles. Complete copies of the annual audited financial statements are available for review on the website, [www.freeclinics.org](http://www.freeclinics.org). The Free Clinic of Southwest Washington 5 complied, in all material respects, with compliance requirements.

## REVENUE



In-Kind Donations	\$784,006
Businesses/Organizations	\$361,945
Individuals	\$286,645
Foundations	\$225,834
Special Events	\$147,413
Patients	\$ 43,153
Contracts/Miscellaneous	\$ 17,121

## EXPENSES



Basic Health	\$837,720
Dental	\$275,691
Project Access	\$203,363
Fund Development	\$142,245
Dispensary	\$119,523
Administration	\$102,325
Vision, Diabetes, Health Screenings, Sports Physicals	\$ 68,816
Immunizations	\$ 43,233

# FULFILLING OUR MISSION

## Platinum Partner

(\$75,000 and above)

Gloria John  
Kaiser Permanente  
PeaceHealth Southwest Medical Center

## Gold Partner

(\$25,000 - \$74,999)

Meyer Memorial Trust  
Providence Health System  
Mary Willis

## Silver Partner

(\$10,000 - \$24,999)

Alcon Laboratories  
Anonymous (2)  
Anonymous Foundation  
Direct Relief International  
Epic Systems Corporation  
First Independent Bank  
*Dr. Stan & Colleen Freidberg*  
Lee & Connie Kearney  
Legacy Health System & Legacy Salmon Creek  
Medical Center  
Liberty Benefits Group  
The Oregonian Season of Sharing  
Schwab Foundation  
St. Joseph Catholic Church  
Tennmax America, Inc  
Ladda Toelkes  
Vancouver Rotary Foundation

## Bronze Partner

(\$5,000 - \$9,999)

Beaches Restaurant  
Craig Bowen  
Brett & Patti Bryant  
Cost Less Auto Parts  
Annalisa Dahlen  
*Dr. Susan & Jeff Davis*  
Myrtle Green  
Steve & Jo Marie Hansen  
Allan K. Kirkwood  
Jim & Melanie Milner  
Physicians Insurance - A Mutual Company  
Ronald McDonald House  
Charities of Oregon and Southwest Washington  
Wells Fargo Bank  
*Dr. Sally Williams & Steve Weary*  
Jay & Diane Zidell

## Benefactor

(\$2,500 - \$4,999)

Anonymous (1)  
*Phil Baker*  
Carlos Cervantes  
Divine Consign  
Bill & Jeanne Firstenburg  
Fort Vancouver Nurses  
Association  
Hidden Charitable Trust  
Edward Lynch  
William F. Nelson  
Optician Association of Oregon  
Edward & Cherry Shaw  
Betsy Strong  
Mike Worthy  
Alan Yordy

## Investor

(\$1,000 - \$2,499)

Anonymous (3)  
Daniel & Julie Arnold  
*Dr. Gerald & Lori Bader*  
*Dr. Michael & Elaine Barsotti*  
Marjorie Beall  
Dr. J. Bruce & Elizabeth Bell  
Broughton & Kelly Bishop Family Fund  
*Ron & Kara Bertolucci*  
*Donna & Frank Bleth*  
Bruce C. Brown  
*Dr. Otis & Janice Burris*  
Charles & Joyce Carter  
*Joan Cavanagh*  
Alice Christensen  
Patricia Cliff  
*Dr. Sharon & John Crowell*  
Kenneth & Joanne Debell  
*Dr. Thomas Dietrich*  
*Dr. Stephen & Grete Ebert*  
*Patricia Eby*  
Martin & Annette Erickson  
Drs. Remigius & Megan Eussen  
Dr. John Fowler  
*Dr. Jeff & Megan Fries*  
Karen Godbole  
Leonard & Bonnie Graham  
*Dr. John & Mari Greves*  
David Hayes  
*Dr. Michael & Janice Herson*  
James & Randi Holland

Leslie S. Homer

*Todd & Dru Horenstein*

Jerry & Anne John

Dennis & Julie Kampfer

Key Storage

Joe & Robin Kortum

Dr. Albert & Jane Krause

Irwin & Dovy Landerholm

Andrea Lange

*Dr. Michael Liu & Nien-Wei Hsiao*

William & Kathy Lockwood

Ed & Dollie Lynch Fund

Jim and Kay McClaskey

*Dr. Jay Miller & Elise Menashe*

*Drs. Cameron & Jennifer*

*Mitchell*

*Dr. Ashok Modha & Stephanie Fernandez*

Mountain View Medical, PLLC

George & Cynthia Middleton

Nonprofit Network of Southwest Washington

Northwest Natural Products

*Drs. John Nusser & Emily Culbert*

James & Mary Olichwier

*Dr. Gary & Dana Ostenson*

*Ron & Terry Prill*

Donald & Jennifer Rhoads

Riverview Community Bank

*Dr. Alden Roberts*

*Tricia & Everett Roscoe*

*Sarah & Martin Sherington*

*Karey Schoenfeld & Brian*

*Ridderbush*

*Maryann Schwab*

D. Jean Shaw

SW Washington Practice Management

Association

Barney & Stephanie Speight

State Farm Insurance

*Michael D. Strickland*

Dr. Jeffrey & Kathleen Sunshine

Drs. Robert & Susan Tenold

The Vancouver Clinic

Mary Ann Thimmes

Vancouver Trinity Lutheran Foundation

Dr. Robin & Jim Virgin

Daniel Wachenheim

*Ann K. Wheelock*

Wells Fargo Financial Advisors

*Italics indicates donor is also a volunteer.*

# MISSION

To provide and facilitate access to free, compassionate, quality health care for children and adults who are otherwise unable to access such services.



# VISION

Providing compassionate care for those in need - Always



# VALUES

- Respect all people.**
- Ensure confidentiality at all times.**
- Support positive working relationships.**
- Provide quality and compassionate services.**
- Embrace continuous improvement.**
- Communicate openly and regularly.**
- Teamwork: be present, productive and supportive.**

---

*“Thank you so much for your help! Everyone here is so nice and professional. You really make a difference in a lot of people’s lives. I would be in so much trouble, healthwise, if not for you all.”*

---



**Free Clinic**  
of SW Washington

4100 Plomondon Street  
Vancouver, WA 98661  
(360) 313-1390  
info@freeclinics.org  
www.freeclinics.org